

# OPEN MEETING AGENDA ITEM

COMMISSIONERS  
KRISTIN K. MAYES – Chairman  
GARY PIERCE  
PAUL NEWMAN  
SANDRA D. KENNEDY  
BOB STUMP



0000121113

## ARIZONA CORPORATION COMMISSION

ORIGINAL

December 16, 2010

To: Docket Control

RE: Arizona American Water Company - Customer Comments  
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 33 customer comments OPPOSING a rate increase and/or consolidation in above cases.

Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

DEC 16 2010

DOCKETED BY	<i>mm</i>
-------------	-----------

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2010 DEC 16 P 2:00

RECEIVED

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      91890

**Date:** 12/13/2010

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**

**Lynn**

**Vick**

**Account Name:**

Lynn Vick

**Home:** (000) 000-0000

**Street:**

n/a

**Work:** (000) 000-0000

**City:**

Sun City

**CBR:**

**State:**

AZ

**Zip:** 85351

**is:** E-Mail

**Utility Company.**

**Arizona - American Water Company**

**Division:**

Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: lynnbrendavick [mailto:lynnbrendavick@azwater.com]

Sent: Sunday, December 12, 2010 4:34 PM

To: Mayes-WebEmail; Pierce-Web; Newman-Web; Kennedy-Web; Stump-Web; Utilities Div - Mailbox

Cc: Director Jodi Jerich, Esq

Subject: Anthem ROO - Proposed Changes - Public Comments - Docket No. W-01303A-09-0343

Dear Commissioners,

I am not a very good public speaker and time will probably be limited for public comments, so I am providing my public comments to you via this email.

There are four significant opportunities for you to make substantial reductions in the recommendations of the ROO and the resulting water/wastewater rates for Anthem.

- (1) The total amount of the balloon payments made by AAWC to Pulte, totaling over \$53 million, should not be included in the Anthem water/wastewater rates.
- (2) The Anthem/Aqua Fria wastewater district should be deconsolidated during this current rate case.
- (3) The Rate of Return should be no greater than 6.37 percent.
- (4) Expenses.

Pulte Payments:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Anthem residents are being ask to make a double payment of over \$53 million plus financing charges of over 6 percent after taxes for the Anthem water/wastewater infrastructure. There is already over \$23 million in the current rates, and AAWC wants to include another \$23 million in the current rate request. In addition, there was a final payment of over \$7 million which they undoubtedly intend to include in a future rate request.

You have documentation indicating that the cost of the Anthem water/wastewater infrastructure was included in the cost of the lots, so Anthem residents should not be required to pay AAWC a second time for the infrastructure cost of \$53 million.

The total amount of the balloon payments made by AAWC to Pulte (\$23 million past, \$23 million current, and \$7 million future) should be excluded from the Anthem water/wastewater rates.

Anthem/Aqua Fria Wastewater District:

There is no reason to "kick the can down the road" any further on this issue. Deconsolidation should be mandated during this current rate case. As a matter for your information, I ask the Commission staff to provide documentation as to when and why this wastewater district was consolidated and who represented Anthem at those proceedings. Commission staff was unable to provide that documentation.

Rate of Return:

A rate of return of 6.37 percent is extremely generous given the current economic conditions. This is an "after tax" rate of return. If this financing were being done by a municipality instead of a "for profit" water company, we would probably be paying a municipal bond rate of less than half that amount.

Expenses:

Item 2 A. on page 14 of the "UNIFORM SYSTEM OF ACCOUNTS FOR CLASS A WATER UTILITIES" issued in 1996 reads as follows:

"Each utility shall keep its books of account, and all other books, records, and memoranda which support the entries in such books of accounts so as to be able to furnish readily full information as to any item included in any account. Each entry shall be supported by such detailed information as will permit a ready identification, analysis, and verification of all facts relevant thereto."

AAWC does not maintain detailed accounting records which are specific to only the Anthem water and wastewater infrastructure. AAWC has stated that "we essentially custom build financial statements for each district when we file a rate case." It does not seem to me that the accounting records of AAWC meet the requirements of the "UNIFORM SYSTEM OF ACCOUNTS FOR CLASS A WATER UTILITIES" issued in 1996. AAWC should be required to maintain accurate accounting records which are specific to each water/wastewater district in the future.

In an email dated November 5, 2010, I posed the following question, among others, to the Commissioners. "How does Commission staff and RUCO "audit" custom built financial statements for each district using actual data that requires allocations?" I received the following response from a member of the Commission staff: "A review of the utility's application and statistical information is conducted by a designated Staff auditor. The operating expenses claimed by the utility are examined and compared to the revenues received for the service provided." The comments of the Commission staff member in response to my question about expenses does not give me a great deal of comfort that there was a very thorough review of the expenses submitted by AAWC.

Your favorable consideration of these comments and recommendations will be appreciated by all Anthem residents.

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

I would like to emphasize that the Anthem residents are expecting fair, reasonable, and just water and wastewater rates, but we are not willing to pay for the extra ordinary items being requested by AAWC.

Respectfully Submitted,

Lynn Vick  
Resident Anthem, AZ 85086  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91890

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Jenny Gomez**Phone:** (**Fax:** (**Priority:** Respond Within Five Days

---

**Opinion No.** 2010 - 91912**Date:** 12/14/2010**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:** M. & Mrs. E. Ramond Wesley**Account Name:** M. & Mrs. E. Ramond Wesley**Home:** (**Street:****Work:****City:** Sun City**CBR:****State:** AZ **Zip:** 85351**is:**

---

**Utility Company:** Arizona - American Water Company**Division:** Water**Contact Name:****Contact Phone:** (**Nature of Complaint:**Docket # W-01303A-09-0343  
SW-01303A-09-0343

We agree with Judge Teena Jibilian's ruling. Please vote yes on her ruling. People of Sun City cannot afford more raises.

Thank You!

Mr. &amp; Mrs. E. Raymond Wesley

Sun City, AZ 85351

\*End of Complaint\*

**Utilities' Response:****Investigator's Comments and Disposition:**

Noted and filed for the record in Docket Control.

\*End of Comments\*

**Date Completed:** 12/14/2010**Opinion No.** 2010 - 91912

---

IN-01303A-09-0343  
SN-01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fa

Priority: Respond Within Five Days

Opinion No. 2010 91916

Date: 12/14/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Char

Greenberg

Account Name:

Char Greenberg

Home: (000) 000-0000

Street:

n/a

Work:

City:

n/a

CBR

State:

AZ

Zip: n/a

is: E-Mail

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W01303A-09-0343 SW 01303A 09 0343

SUN CITY

OPPOSED

RATES

please consider another way to raise water prices. sun city had many older people who have limited income and spend a lot of money on medication just to stay alive and we don't need more stress to add to our everyday lives  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/14/2010

Opinion No. 2010 - 91916

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax: ( )

Priority: Respond Within Five Days

Opinion No. 2010 91917

Date: 12/14/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: John

McLaughlin

Account Name: John E. McLaughlin

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

DOCKET NOS. W01303A-09-0343 SW 01303A 09 0343

SUN CITY OPPOSED RATES OPPOSED CONSOLIDATION

We agree with the judge's ruling on Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343. Mr. & Mrs. John E. McLaughlin, 1 City, AZ 85351, Phone number

Thank You

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/14/2010

Opinion No. 2010 - 91917





**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91880

Date: 12/13/2010

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
                                 Linda      Harland

Account Name:      Linda Harland      Home: (000) 000-0000

Street:      n/a      Work: (000) 000-0000

City:      Sun City      CBR:

State:      AZ      Zip: 85351      is:

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:      Contact Phone:

Nature of Complaint:

From: Linda Harland [i]  
Sent: Friday, December 10, 2010 8:12 PM  
To: Utilities Div - Mailbox  
Subject: rate increase

we in Sun City live on retirement only. Our budget does not include an increase in water and sewer. Please consider the retired people of Sun City and do not increase our water and sewer.

Best Regards,

Linda Harland  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

Date Completed: 12/13/2010

Opinion No.      2010 - 91880

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91898      Date: 12/13/2010

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
Robert G.      Anderson

Account Name:      Robert G. Anderson      Home: (

Street:      Work:

City:      Sun City      CBR:

State:      AZ      Zip: 85373      is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:      Karl Wilkins      Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-01303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Arizona Corporation Commission

Thank you for helping Sun City to keep our utilities in reason on the water rates. We appreciate it!

Robert G. Anderson

Sun City, AZ 85373-1043

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No.      2010 - 91898

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 - 91914

Date: 12/14/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Borghild M.

Gabrielson

Account Name: Borghild M. Gabrielson

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Docket No. W-01303A-09-0343  
SW-01303A-09-0343

Ms Borghild M. Gabrielson

Sun City, AZ 85351-1107

12-10-10

Arizona Corporation Commission  
Consumer Services Section  
1200 W Washington St  
Phoenix, AZ 85607

Dear Commission Members:

Kindly keep in mind that there are many of us residents in Sun City that live on Social Security which not only has not had a COL increase, but a reduction due to increased Medical costs. Many of us want to pay our expenses and not ask "neighbors" for assistance. So we don't ask for rebates.  
Thank you for not consolidating. Also consider that future infrastructure repair may be more affordable by new & younger retirees.

Sincerely,  
Borghild Gabrielson  
(Didn't phone as I am hard at hearing)  
\*End of Complaint\*

Utilities' Response:

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control

\*End of Comments\*

Date Completed: 12/14/2010

Opinion No. 2010 - 91914

---

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone: (

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91922

Date: 12/14/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      Gordon & Joan      Marshall

Account Name:      Gordon & Joan Marshall

Home:

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

Gordon & Joan Marshall

Sun City, AZ 85351

Dec. 10, 2010

Arizona Corporation Commissioners  
Consumer Services Section  
1200 W. Washington St.  
Phoenix, AZ 85007

Attention: Kristin Mayes, Chairperson

Docket: W-01303A-09-0343  
SW-01303A-09-0343

Dear Kristin and other Commissioners:

I am writing to express my feelings on the upcoming Commission vote on Dec. 14th or 15th on the proposed consolidation of the various water districts and the accompanying raise in rates. Please know that several of our friends in Sun City have told us they are in danger of losing their homes. They are, without exception, elderly and retired. If you cannot financially assist people lives these aged seniors, perhaps you will please consider the ruling of the Administrative Law Jude, Teena Jibilian. This ruling is a recommendation to the ACC which will be voted on Dec. 14th or 15th. The residential utility consumer office has suggested a slightly lower water and sewer rate increase for Sun City.

We will very much appreciate your effort in keeping Sun City a great and affordable place to live!  
Sincerely,

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Joan Marshall  
(Mrs. Gordon Marshall)  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Noted and filed for the record in Docket Control  
\*End of Comments\*

Date Completed: 12/14/2010

Opinion No. 2010 - 91922

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax: (6

Priority: Respond Within Five Days

Opinion      No. 2010      91919

Date: 12/14/2010

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

First:

Last:

Complaint By:      Jody

Ryan

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

DOCKET NOS. W01303A-09-0343    SW 01303A 09 0343

SUN CITY      OPPOSED      RATES      OPPOSED    CONSOLIDATION

Dear Ms Mayes

I am writing you in regards to the proposed rate increases that the Arizona American Water Company has requested. I understand that the Administrative Law Judge has made her decisions in regards to this proposal. Our RCSC has accepted and agreed to her decisions so I ask that when you vote next week that you vote to her accept her decisions in regards to this proposal.

Thank You.

Jody M. Ryan

Sun City, AZ 85351

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/14/2010

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91919

---



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Trish Meeter

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

---

**Opinion**      **No.** 2010      91920

**Date:** 12/14/2010

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Joan**

**Varner**

**Account Name:**      Joan Varner

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:**      Sun City

**CBR**

**State:**      AZ      Zip: 85351

**is:** E-Mail

---

**Utility Company.**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone**

**Nature of Complaint:**

DOCKET NOS. W01303A-09-0343    SW 01303A 09 0343

SUN CITY

OPPOSED

RATES

OPPOSED    CONSOLIDATION

I am requesting that the Arizona Corporate Commission vote per the recommendations made by Administrative Law Judge, Teena Jibilian, regarding the above referenced docket numbers. Although the rate increases would be a hardship for many Sun City residents, the recommendations made by the Administrative Law Judge are, in principle, the best case scenario for all residents.

Joan M. Varner

1

Sun City. AZ 85351

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

DOCKETED

\*End of Comments\*

**Date Completed:** 12/14/2010

**Opinion No.**    2010 - 91920

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91921

Date: 12/14/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Gale**

**Farmer**

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR: [REDACTED]

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:      [REDACTED]

Contact Phone:      [REDACTED]

Nature of Complaint:

DOCKET NOS. W01303A-09-0343      SW 01303A 09 0343

SUN CITY      OPPOSED      RATES      OPPOSED CONSOLIDATION

This to inform and record that I, Gale B. Farmer, of [REDACTED], 85373, phone [REDACTED] am in agreement with the findings of Law Judge Jibillian's recommendations concerning water consolidation by the Arizona American Water Company in Sun City. I also want to make it very, very clear that there will not be any justification in the future for consolidation as long as American Water is looking for Sun City residents to foot the bill for water expansion and new infrastructure outside the city limits of Sun City. I recognize that business expense and profit are crucial for the success of any business but not at the expense of those people that do not directly receive or benefit from that service.

Respectfully,

Gale B. Farmer  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED  
\*End of Comments\*

Date Completed: 12/14/2010

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91921

---

W- 01303A 09-0343  
SW- 01303A 09-0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

Opinion      No. 2010      91853

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By:      **Marvin**

**Worthen**

Account Name:

Home: (000) 000-0000

Street:      10195 W Coggins Dr.

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phc

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES      SUN CITY      OPPOSED CONSOLIDATION

Marvin Worthen,  
For Docket Numbers W-01303A-09-0343 and SW-01303-09-0343

I am Marv Worthen, Executive Director of the Sun City Taxpayers Association at 10195 W Coggins Dr., Sun City, AZ 85351 and Sun City resident..

For many years SCTA has been representing Sun City Residents during rate increase proposals filed by numerous utilities. These present requests have indeed been interesting and of great concern to the leading community organizations of Sun City and the residents, as a whole. The residents have expressed their concern regarding the Consolidation request at two community meetings.

In reading the rulings handed down by Administrative Judge Teena Jibilian my governing board and I agree in principal with her rulings. We are proud to be recognized for our specific leadership and administration of the low income condominium resident program. This program is a fine example of a caring civic group and a utility working together to the benefit of the low income condominium residents.

I believe the trust and understanding created by working together on this program will expand the awareness of the needs for Sun City, Youngtown and Arizona American Water Company. We have already experienced acts of kindness and volunteer activities from Arizona American Water employees working with our local Valley View Community Food Bank.

It is the SCTA Board's desire that the ACC Board Members follow the recommendations of Judge Jibilian. Thank you for your service to Arizona.

Marv Worthen  
Cell

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91853

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone: /

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 91889

Date: 12/13/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Char

Greenberg

Account Name: Char Greenberg

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (

**Nature of Complaint:**

From: Char Greenberg [mailto:  
Sent: Sunday, December 12, 2010 2:38 PM  
To: Utilities Div - Mailbox  
Subject: water

we live in sun city and object to higher costs since we are older and can just about handle what we have to deal with. it is difficult for many older americans to manage. the younger generation should help out since medication is so expensive and a necessity to survive. please consider us and try to make a effort not to burden us with such expenses we have to try to handle basic everyday problems. we don't need any more stress in our lives. we have worked all our lives and given to the point where we cant handle it financially anymore so please try to find other ways to take care of these matters

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed:** 12/13/2010

**Opinion No.** 2010 - 91889

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 91888

Date: 12/13/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Mr. & Mrs. John McLaughlin

Account Name: Mr. & Mrs. John McLaughlin

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85351

is: E-Mail

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone: (

Nature of Complaint:

From: John McLaughlin [mailto:]  
Sent: Sunday, December 12, 2010 11:26 AM  
To: Utilities Div - Mailbox  
Subject: Water Rate Increase

Sir,

We would like it to be known that we agree with the judge's ruling on W-01303A-09-0343 and SW-01303A-09-0343. Mr. & Mrs. John E. McLaughlin, .

Thank You

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91888



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:** ( )

**Fax:** ( )

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      91887

**Date:** 12/13/2010

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Joan M.**

**Varner**

**Account Name:**      Joan M. Varner

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Sun City

**CBR:**

**State:**      AZ      **Zip:** 85351

**is:** E-Mail

**Utility Company.**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: Joan Varner [mailto: ]  
Sent: Sunday, December 12, 2010 10:00 AM  
To: Utilities Div - Mailbox  
Subject: Docket #W-01303A-09-0343/Docket # SW-01303A-09-0343.

I am requesting that the Arizona Corporate Commission vote per the recommendations made by Administrative Law Judge, Teena Jibilian, regarding the above referenced docket numbers. Although the rate increases would be a hardship for many Sun City residents, the recommendations made by the Administrative Law Judge are, in principle, the best case scenario for all residents.

Joan M. Varner

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

**Date Completed:** 12/13/2010

**Opinion No.**      2010 - 91887

**ARIZONA CORPORATION COMMISSION**

**UTILITY COMPLAINT FORM**

---

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      91886

**Date:** 12/13/2010

**Complaint Description:**      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

**First:**

**Last:**

**Complaint By:**      **Gale & Nick**      **Farmer**

**Account Name:**      Gale & Nick Farmer

**Home:**

**Street:**

**Work:** (000) 000-0000

**City:**      Sun City

**CBR:**

**State:**      AZ      **Zip:** 85351

**is:** E-Mail

**Utility Company.**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: Gale(Nick) Farmer [mailto:]

Sent: Sunday, December 12, 2010 2:04 AM

To: Utilities Div - Mailbox

Cc: Kennedy-Web; Sandra Kennedy; Mayes-WebEmail; Kristin Mayes; Newman-Web; Paul Newman; Pierce-Web; Gary Pierce; Stump-Web; Bob Stump

Subject: Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

This to inform and record that I, Gale B. Farmer, of  
am in agreement with the findings of Law Judge Jibilian's recommendations concerning water consolidation by  
the Arizona American Water Company in Sun City. I also want to make it very, very clear that there will not be  
any justification in the future for consolidation as long as American Water is looking for Sun City residents to foot  
the bill for water expansion and new infrastructure outside the city limits of Sun City. I recognize that business  
expense and profit are crucial for the success of any business but not at the expense of those people that do  
not directly receive or benefit from that service.

Respectfully,

Gale B. Farmer

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed

\*End of Comments\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Date Completed: 12/13/2010

Opinion No. 2010 - 91886

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Carmen Madrid

**Phone:**

**Fax:**

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2010      91884

**Date:** 12/13/2010

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**First:**

**Last:**

**Complaint By:**      **R. Marie**

**Jones**

**Account Name:**      R. Marie Jones

**Home:** (000) 000-0000

**Street:**

**Work:** (000) 000-0000

**City:**      Sun City

**CBR:**

**State:**      AZ      Zip: 85351

**is:** E-Mail

**Utility Company.**      **Arizona - American Water Company**

**Division:**      Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

From: Marie Jones [mailto:]  
Sent: Saturday, December 11, 2010 3:38 PM  
To: Utilities Div - Mailbox  
Subject: Sun City Water Rates

From:

R. Marie Jones

Regarding: Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

Please consider not raising the water rates for Sun City, as much as has been recommended. We all live on fixed incomes and still want to enjoy some of the comforts of life for which we have worked so hard before our retirements. We are a very cost conscious community that grew up saving water and every other item possible. We knew recycling when it was a way of life, and that mean recycling water. Dish water was used to flush toilets and wash down walks etc. Rain water was collected and used to water crops for those days that there was no rain. The list goes on.

Please keep the increase as low as possible.

Thank you.

Marie Jones  
\*End of Complaint\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91884

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone: . . . . .

Fax: . . . . .

Priority: Respond Within Five Days

Opinion      No. 2010      91879

Date: 12/13/2010

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
                                 **Vivan & Donald**      **Budde**

Account Name:      Vivan & Donald Budde

Home:

Street:

Work: (000) 000-0000

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone: /

**Nature of Complaint:**

From: Vivian Budde [mailto:  
Sent: Friday, December 10, 2010 7:45 PM  
To: Utilities Div - Mailbox  
Subject: waterconsolidation

We are very much against the plan for water consolidation as it adds quite a burden for seniors. Will someone please tell me how we are to pay more when we can't make any more money. I feel like we are being kick when we are already down.

Vivian and Donald Budde

Sun City, Az. 85351

Docket # W01303A and SW-01303A-09-0343  
\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed with Docket Control in Docket No. SW-01303A-09-0343 and W-01303A-09-0343.  
closed  
\*End of Comments\*

**Date Completed: 12/13/2010**

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Opinion No. 2010 - 91879

---



**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Carmen Madrid

Phone: (      )

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91892

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Deborah**      **Lane**

Account Name:      Cedars Condominium Association

Home:

Street:

Work: (000) 000-0000

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is: E-Mail

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone:

**Nature of Complaint:**

From: Deborah Lane [mailto:  
Sent: Monday, December 13, 2010 1:16 AM  
To: Utilities Div - Mailbox  
Subject: Water Rate Increase

To all members of the Arizona Corporation Commission:

Re: Docket # W-01303A-09-0343 and Docket # SW-01303A-09-0343

I concur with the ruling of the Administrative Law Judge, Teena Jibilian. I hope you will give every consideration to this ruling when you vote not only for all the residents of Sun City, but specifically for the residents of our Cedars Condominium Association. Thank you so much.

Deborah Lane  
President  
Cedars Condominium Association

Sun City, AZ {

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion noted and filed in Docket Control in Docket No. SW-01303A-09-0343 & W-01303A-09-0343. closed  
\*End of Comments\*

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Date Completed: 12/13/2010

Opinion No. 2010 - 91892

---

W 01303A 09 0343  
SW 01303A 09 0343

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: (602) 974-0022

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91844

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Paul

Syvinski

Account Name:

Paul Syvinski

Home:

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES    OPPOSED CONSOLIDATION    SUN CITY

Dear Arizona Corporation Commission Member,

Please do not increase the water and sewer rates here in Sun City.  
Please do not allow Arizona Water Company to charge for future repairs.  
Please do not allow consolidation as recommended by judge Jibilian.

Most people here are on fixed incomes, those on social security have not had an increase for two years now.  
Many are seeking part time work just to make ends meet. This is not a time to increase the the cost of living for seniors here in Sun City.

Thank you,

Paul syvinski

Sun City AZ 85351

End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91844

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Trish Meeter

**Phone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Priority:** Respond Within Five Days

**Opinion No. 2010 91846**

**Date:** 12/13/2010

**Complaint Description:** 08A Rate Case Items - Opposed  
08G Consolidation - Opposed

**First:**

**Last:**

**Complaint By:** Catherine Morrell

**Account Name:** Catherine Morrell

**Home:** (000) 000-0000

**Street:**

**Work:**

**City:** Sun City

**CBR:**

**State:** AZ Zip: 85351

**is:**

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:** \_\_\_\_\_

**Nature of Complaint:**

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES OPPOSED CONSOLIDATION SUN CITY

December 10, 2010

RE: Dockets W-01303A-09-0343 and SW-01303A-09-0343

Dear Commissioner Mayes,

As a resident of Sun City, I urge you to carefully consider the recommendation of the Law Judge in the above cases which affect our water rates. Please vote to accept the recommendations one, two and three.

I suggest two small changes to items 4 and 5. Please consider RUCO's suggested lower rate increase at this time. I believe many low income customer's are still living in single family homes in our area. I am one of those people who live in a small home that is smaller than the majority of condominiums. We also struggle to keep our utility bills at a minimum by having desert plants and conserving energy wherever possible. Please amend item 5 by striking "condominium" from the recommendation.

I appreciate your time to listen and to consider the needs of Sun City. I look forward to knowing you have voted to accept the recommendations and to help us maintain our community.

Sincerely,

Catherine E. Morrell

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Sun City, AZ 85351

End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91846

---

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

Opinion

No. 2010

91847

Date: 12/13/2010

Complaint Description:

08A Rate Case Items - Opposed

08G Consolidation - Opposed

First:

Last:

Complaint By:

Joan

De Lillo

Account Name:

D. Joan De Lillo

Home: (000) 000-0000

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85351

is:

Utility Company.

Arizona - American Water Company

Division:

Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES OPPOSED CONSOLIDATION SUN CITY

My name is D. Joan De Lillo

I live at

d, Sun City, AZ 85351 My phone is

I writing regarding W-

01303A-09-0343 and SW-01303A-09-0343

As a newly retired resident of Sun City living on Social Security only I plead for you to accept the ruling of the Administrative Law Judge, Teena Jibilian.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91847

Fred Casey



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Sun City

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91849

---



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91853

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010      91857

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By:      Don & Joan      Varanauski

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company.      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES      SUN CITY      OPPOSED CONSOLIDATION

Dear Arizona Corporation Commission

I am sure you are aware of Administrative Law Judge, Teena Jibilian ruling below and I would like you to vote to support her ruling in whole.

We have received the ruling of the Administrative Law Judge, Teena Jibilian. This ruling is a recommendation to the Arizona Corporation Commission (ACC). The ACC will vote on December 14th or 15th whether to accept her ruling in total, in part or reject the entire ruling. Her recommendations are:

1. Consolidation is not appropriate at this time;
2. Collection by Arizona American Water Company for future repair of the Sun City water infrastructure is not appropriate at this time;
3. Sun City water will be charged at 5 different tiers (gallons of usage);
4. The total cost of water and sewer for a Sun City average user is to be increased \$7.30 per month; and
5. The Sun City Taxpayers Association may administer a \$4 rebate to low income condominium residents. (Money is supplied by Arizona American Water Company.)

--  
Don

Don & Joan Varanauski  
Don -

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

30  
AZ Address  
10  
Sun City, AZ 85351-1642  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

DOCKETED  
\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91857

---

**\*End of Complaint\***

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91859

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Investigator: Trish Meeter

Phone

Fax

Priority: Respond Within Five Days

---

Opinion      No. 2010      91860

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By:      **Cynthia**

**Jarason**

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

---

Utility Company.      **Arizona - American Water Company**

Division:      Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES      SUN CITY      OPPOSED CONSOLIDATION

Dear Commissioner Kirsten Mayes,  
As a Sun City retired resident, I encourage you to vote to accept the recommendations of the Administration Law Judge, Teena Jibilan, pertaining to the Arizona American Water Company

Docket numbers:  
W-01303A-09-0343  
SW-01303A-09-0343

Thank you for your time.  
Wishing you and your family a joyous holiday.  
Cynthia Jaranson

Sun City, Arizona 85351-1161

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED  
\*End of Comments\*



ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

---

Date Completed: 12/13/2010

Opinion No. 2010 - 91860

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone:

Fa

Priority: Respond Within Five Days

Opinion      No. 2010      91861

Date: 12/13/2010

Complaint Description:      08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By:      Jack

Hanstein

Account Name:

Home: (000) 000-0000

Street:

Work:

City:      Sun City

CBR:

State:      AZ      Zip: 85351

is:

Utility Company:      Arizona - American Water Company

Division:      Water

Contact Name:

Contact Phone

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES      SUN CITY      OPPOSED CONSOLIDATION

As a resident of Sun City I would like to encourage your support of the recommendations of the Administrative Law Judge regarding water and sewer rates for Sun City Residents. Docket Numbers W-01303A-09-0343 and SW-01303A-09-0343.

While we would have preferred a lower water rate, the fact that consolidation is not appropriate is a great relief to the many of us on fixed incomes. We should not be forced to pay for the errors of those living in Anthem and Sun City West.

Consolidation is not appropriate at this time;

Collection by Arizona American Water Company for future repair of the Sun City water infrastructure is not appropriate at this time;

Sun City water will be charged at 5 different tiers (gallons of usage);

The total cost of water and sewer for a Sun City average user is to be increased \$7.30 per month; and

The Sun City Taxpayers Association may administer a \$4 rebate to low income condominium residents.

(Money is supplied by Arizona American Water Company.)

Jack Hansteir

Sun City AZ, 85373

\*End of Complaint\*

Utilities' Response:

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

### Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91861

---

W 01303A-09-0343  
J W 01303A-09-0343

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: ,

Fax:

Priority: Respond Within Five Days

Opinion      No. 2010 - 91955

Date: 12/15/2010

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Lois      O'Neill

Account Name: Lois O'Neill

Home:

Street: 1000 W. McDowell Rd.

Work:

City: Phoenix

CBR:

State: AZ      Zip: 85086

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

From: Lois O'Neill  
Sent: Tuesday, December 14, 2010 8:50 PM  
To: Utilities Div - Mailbox; Stump-Web; Pierce-Web; Newman-Web; Kennedy-Web; Mayes-WebEmail  
Subject: Anthem Water Rate Increase

It appears to me that this is not a matter for the Arizona Corporation Commission. It's between Pulte and Arizona American Water. Arizona American Water is a profitable, well run company--check out their web site. It seems odd that they would enter into a contract with no specific dates for payment. Arizona American Water should be re-negotiating their contract with Pulte or seeking re-financing. The families who live in Anthem are being held hostage.

Lois O'Neill

Anthem, AZ 85086

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 12/15/2010

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

**Investigator:** Richard Martinez

**Phone**

**Fax**

**Priority:** Respond Within Five Days

---

**Opinion No.** 2010 - 91834

**Date:** 12/13/2010

**Complaint Description:** 08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:** **First:** Shirley **Last:** Humpries

**Account Name:** Shirley Humpries

**Home:** (000) 000-0000

**Street:** email address

**Work:**

**City:** Sun City

**CBF**

**State:** AZ **Zip:** 85351

**is:** Cellular

---

**Utility Company:** Arizona - American Water Company

**Division:** Water

**Contact Name:**

**Contact Phone:**

**Nature of Complaint:**

Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343.

From: Shirley Humphrey [mailto:shirlhumphrey@msn.com]

Sent: Friday, December 10, 2010 2:03 PM

To: Utilities Div - Mailbox

Subject: Water rate increase

Please accept the recent ruling by the Administrative Law Judge in regards to rates for Sun City's water. Anything otherwise would not be fair to our residents.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

12/13

Forwarded to the Phoenix ACC office for docketing. FILE CLOSED.

\*End of Comments\*

**Date Completed:** 12/13/2010

**Opinion No.** 2010 - 91834

---

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Trish Meeter

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Priority: Respond Within Five Days

Opinion No. 2010 91864

Date: 12/13/2010

Complaint Description: N/A Not Applicable  
08G Consolidation - Opposed

First:

Last:

Complaint By: Corina

Santoro

Account Name:

Home: (000) 000-0000

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES SUN CITY

Please do not allow Arizona American Water to increase water rates in Sun City as much as Judge Jilibian has suggested. People in Sun City can not afford to pay that much of an increase in these hard times. Thank you for listening to the people.

Corina Santoro

Sun city, AZ 85351

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91864

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

Investigator: Trish Meeter

Phone:

Fax

Priority: Respond Within Five Days

---

Opinion No. 2010 91865

Date: 12/13/2010

Complaint Description: 08A Rate Case Items - Opposed  
08G Consolidation - Opposed

First:

Last:

Complaint By: William

Hart

Account Name:

Home: (000) 000-0000

Street: n/a

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is:

---

Utility Company: Arizona - American Water Company

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

12/13 DOCKET NOS. W 01303A 09 0343 AND SW 01303A 09 0343

OPPOSED RATES SUN CITY OPPOSED RATES

Please vote in favor of the judge's recommendations, Docket nos. W-01303A-09-0343 and SW- 01303A-09-0343 at the up coming Commission meeting.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED

\*End of Comments\*

Date Completed: 12/13/2010

Opinion No. 2010 - 91865

---